METHODS, SYSTEMS AND COMPUTER PROGRAM PRODUCTS FOR MONITORING PROGRESSION THROUGH A SERVICE ORDER PROCESS

ABSTRACT OF THE DISCLOSURE

A service order processing in a service order process, e.g., an end user migration (EUM) process, is monitored. Respective series of successive time samples of service order information for respective service orders of a population of service orders are generated, the service order information including respective status identifiers that indicate a relationship of respective service orders to a stage of the service order process. Transitions in the status identifiers are identified. Records of the identified transitions and corresponding times of the transitions are stored and analyzed to determine completion intervals for the stages. An aggregate measure of progression of the population of status orders through the service order process is computed from the determined completion intervals. The computed aggregate measure may be stored in a spreadsheet. The invention may be embodied as methods, systems and computer program products.